

CITIZENS ADVISORY COMMITTEE  
OF THE MASS TRANSIT DEPARTMENT BOARD  
MEETING MINUTES  
700 A-SAN FRANCISCO CONFERENCE ROOM  
MARCH 17, 2009  
2:00 P.M.

The Citizens Advisory Committee of the Mass Transit Department Board met at the above place and date. Meeting was called to order at 2:05 p.m. Committee Chair Protem Mr. Walt Phillips present and presiding and the following Committee Members answered roll call:

Mr. Walt Phillips  
Ms. Jane Ratcliff  
Mr. Alexander Catucci  
Ms. Amy Lechuga  
Mr. Ernesto Dominguez  
Mr. Lawrence Harley (Alternate)

Agenda

1. Call to order.

**Item 1:** The meeting was called to order at 2:05 p.m. The first order of business was to elect a Chair Protem for the day. Alexander Catucci nominated Walt Phillips, seconded by Ernesto Dominguez. All in favor.

2. Public Comments

**Item 2:** There were no public comments.

3. Approval of the minutes of the CAC meeting of February 17, 2009.

**Item 3:** Jane Ratcliff made a motion to approve the minutes of February 17, 2009, seconded by Ernesto Dominguez. All in favor.

4. Discussion and action on the nomination of Raul Zamarripa as an Alternate Member to the Citizens Advisory Committee.

**Item 4:** Mr. Zamarripa introduced himself and explained why he wanted to be an alternate member of the Citizens Advisory Committee. He stated that he also is a member to Desert ADAPT and explained that ADAPT is the largest national grassroots disability rights organization in the country. Ernesto Dominguez made a motion to accept Mr. Zamarripa as an alternate member, seconded by Amy Lechuga, all in favor.

5. Discussion and action on implementation of By-Laws for CAC. (Assistant City Attorney – Cynthia Osborn)

**Item 5:** Cynthia Osborn stated that that this was a committee run activity and will be an ongoing agenda item and will be up for discussion until the members no longer wish to pursue this item. This is open for discussion at anytime. No action taken.

6. Introduction and discussion on permitting and choosing a date for Citizen's Advisory Committee members to participate in the sensitivity training provided to Coach Operators. (CAC – Richard Sheldon)

**Item 6:** Ernesto Dominguez made a motion to postpone, seconded by Jane Ratcliff. All in favor.

7. Discussion and action on the implementation of policies and penalties in reference to the maintenance and upkeep of bus bench ads, as relates to the repair of damaged ads, removal or graffiti and removal of outdated ads. (CAC – Richard Sheldon)

**Item 7:** Discussion is made as to what the current policy in place states regarding maintenance and upkeep of bus benches. Mr. Herrera goes on to explain that at the present time the policy states that after notification by Sun Metro they have "X" amount of time of working days to clean it up. Sun Metro would then go out after 36 hours to inspect the site to make sure that the complaint has been addressed, if it has not, Sun Metro will pick up the bench and start assessing penalties. The bench is thrown away at the landfill at the owner's expense, the landfill is also assessing penalties and then the bill is sent to the franchise, as they are responsible for these advertisements. Mr. Dominguez suggests that on the benches given as a courtesy to Sun Metro, that bus routes be placed on the benches. Mr. Herrera said that he would take that into consideration. Ms. Ratcliff makes a motion to continue with strict and timely enforcement of the maintenance to the bus benches, Mr. Catucci seconds. All in favor. .

8. Discussion and action on updating the Citizen's Advisory Committee's page on the City's website. (CAC – Richard Sheldon)

**Item 8:** Mr. Phillips suggests that staff send the City Clerk any and all new information and have the website updated. Mr. Catucci makes a motion to update the CAC's page on the City's website, Ms. Lechuga seconds. All in favor.

9. Discussion and action on Updating Sun Metro's website. (CAC – Richard Sheldon)

**Item 9:** Mr. Banasiak explains to committee members that Sun Metro's website has already been updated with information on the SMART 101 and Special Improvement Program. Trapeze update will be done in the near future regarding schedule rides. Mr. Herrera informs committee that a drawing will be held at the next Mass Transit Department Board meeting for free passes on the SMART 101. No action taken.

10. Discussion and action on the removal of shopping carts at or near the bus stop located in front of Wal-Mart at 4530 Woodrow Bean, El Paso, Texas 79924. (CAC – Richard Sheldon)

**Item 10:** Mr. Harley stated that wheelchairs can't get through the bus stop as there are always carts inside the bus shelter, creating an unsafe condition. Mr. Catucci suggests that perhaps Sun Metro can get involved as before and have a meeting

with the folks from Wal-Mart to discuss the issue at hand. Sun Metro can perhaps ask Wal-Mart to have more “cart runs” and even go as far as to gather the carts from the bus stop shelter area. Mr. Herrera said that he would be more than happy to further investigate this matter and talk to Wal-Mart and then report his findings back to the committee. Mr. Catucci makes a motion that Sun Metro get involved and see if they can talk to Wal-Mart to come up with a solution regarding this problem, Ms. Ratcliff seconds the motion. All in favor.

**Mr. Phillips says that he would like to skip back to item #2 as he skipped it in its entirety and asks if anyone signed up to speak during the public comment time.**

2. Tyler Lyon of El Paso Bench Ads Company greets the committee members and informs committee that one of the new franchises is not following the agreement between Sun Metro and the City. He states by saying that the new company has been placing new benches throughout the city and the problem is that these benches have not been approved. They are not the right size and they are plastic and can become very hot in the summer. Benches are also being placed in the wrong places which are not approved locations. The benches also do not have the franchise’s contact information. Would like for Sun Metro and the City look into this matter a little further as to why the new company is not following the agreement and also possibly have some sort of “policing” system and provide his company with a little “protection” as they are affecting his business. Mr. Herrera stated that this information was barely provided to Sun Metro as of last night. He will monitor as best as he can and within our purview.

11. Discussion and action on the publication/posting of the Citizen’s Advisory Committee minutes prior to the next regularly scheduled Mass Transit Department Board meeting following each Citizen’s Advisory Committee meeting. (CAC – Suzanne Fabian)

**Item 11:** Committee members agreed that this would be impossible to do. No action taken.

12. Director’s report on:

12a. Operations to include 2008 On-Time Report and missed Service Report Comparison for FY2006-FY2009.

12b. Customer Service Reports for Fixed Route and Paratransit.

12c. Maintenance Reports to include Road Calls reported for all units, for 91’s, 93’s, 94’s and 400’s and for 600’s (from Dec. 1 – Dec. 31, 2008); Roadcall Comparison for Calendar Years 2006-2008; and Mechanical PMI Tracking 2008 (Fourth Quarter).

12d. Proposed Key Performance Indicators including Farebox Recovery Factors, System Info, Bus Operations and Paratransit.

Item 12: Lloyd Williams begins to explain the operational portions of the Director’s Report to include On-Time Report, Customer Service for Fixed Routes and Paratransit. Mr. Bunce goes on to explain the Road Calls for all the units. Lynly Leeper proceeded to explain the Key Performance Indicators.

Meeting is adjourned at 3:14 p.m.

Approved as to form:

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Department Head/Board Secretary